

Village of Haines Junction Contractor of Last Resort Policy

February 26, 2020

Policy #25-20

Objective

The Village Contractor of Last Resort Policy will define the criteria required and decision-making process to be followed prior to providing emergency services to a property owner.

Outcomes

The Policy will:

- Ensure that the Village is not competing with contractors;
- Define what will be considered an emergency;
- Define what is a reasonable time to wait for a contractor to perform the required work; and,
- Define when the work will be scheduled.

Parameters

The following parameters are required:

- Work will be approved by the Chief Administrative Officer, Public Works Manager, or their designate;
- Water and sewer work will be performed in compliance to the Water and Sewer Bylaw;
- Work which is not Water or Sewer work will be charged to the Property Owner in compliance with the Consolidated Municipal Fees Bylaw.
- Work will be initiated when a Work Order is signed by the property owner or their agent.
- Work scheduled pursuant to this Policy will not take precedence over other work which, in the opinion of the Chief Administrative Officer, Public Works Manager or designate, is of greater urgency to the well-being of the community.

Adopted by Resolution #66-20 on the 26th day of February, 2020.



Dan Rodin, Chief Administrative Officer

Contractor of Last Resort Policy Procedures

Definitions

Decision Maker means the Chief Administrative Officer, Public Works Manager or designate.

Emergency Work means there is:

- Immediate threat to an individual's life or limb;
- Immediate fire threat to property;
- Flooding of property due to damaged/broken water or sewer line; and,
- Potential of increased hazard to infrastructure if not repaired.

Non-Emergency Work means all proposed work which is not Emergency Work

Emergency Work

Staff will perform Emergency Work as quickly as possible, given the resources available and the other critical needs of the community.

Non-Emergency Work

Avoiding Competition with Contractors

The Village will require that the property owner or agent can confirm that they have contacted the contractors available to do the work and that the contractors have indicated that work cannot be done within a reasonable time. Village staff may, at their discretion, phone contractors to confirm that these conversations have taken place.

Work Order

Ordinarily, work will be only initiated when a Work Order is signed by the property owner or designate. In situations where a property owner is not physically available, an email or faxed letter undertaking to pay all costs and waiving liability will be accepted.

Scheduling of Non-emergency Work

The Decision Maker will schedule that non-emergency work so that it is done in a reasonable time, given the resources available and other tasks needed to be completed by staff. The work will not take precedence over other work which in the opinion of the Decision Maker is of greater urgency to the well-being of the community

Blocked Utilities

Blocked utilities will be repaired, but they are not considered an emergency. Staff will advise citizens that they should contact a plumber to perform the work, and if the blockage is on the municipal side of the property line, the municipality will pay for the repair work.

Snow Plowing

Requests to plow snow on private property will not be considered an emergency. Requests will be handled in accordance to the Village Snow Policy: *Subject to a request from a Private Business, in exceptional circumstances where there is no alternative services are available, where there are significant risks of personal injury or accidents, and after all municipal priorities are completed, the Municipality will work with Private Businesses within the community to provide snow and ice control services....*